

Rhode Island Executive Office of Health and Human Services
Rhode Island Medicaid Program
Hazard Building, 74 West Road
Cranston, Rhode Island 02920

«FIRST» «MIDDLE» «LAST_NAME» [«RL»/«CL»/«CSID»/«MCO_CD»]
«ADDR1»
«ADDR2»
«CITY», «STATE» «ZIP»

June 20, 2014

PLEASE READ
NEWS ABOUT YOUR ELIGIBILITY FOR RITE CARE
(Your health plan is: «MCO»)

Dear «FIRST» «LAST_NAME»:

It is time to renew Rite Care coverage for your family. There is a new process this year to renew your coverage.

You need to start the renewal process right away or your coverage will end on July 31, 2014.

You can renew your Rite Care in one of the following ways:

Option 1: Internet

If you are able to use the internet, go to: www.eohhs.ri.gov/renewals and follow the steps to set up an account and complete the renewal process. We are using a new system that will make it easier to renew your coverage in the future. Since this will be your first time using the system, you need to provide all the information requested. The website is secure and in most cases you will receive a decision right away.

If you need help once you start the process, you can call the HealthSource RI contact center at 1-855-651-7879 or the Department of Human Services (DHS) at the numbers on page two.

Option 2: Telephone

You can call the HealthSource RI contact center at **1-855-651-7879** to renew your coverage over the phone. The contact center is open Monday – Saturday from 8:00 am to 9:00 pm and Sunday from 12:00 noon to 6:00 pm. The contact center staff can help you in any language. You may be referred to DHS for eligibility-related issues.

Option 3: In-person

If you'd like to sit down with someone to help you with the renewal, you can go to your local DHS office to talk with an eligibility representative. **Please bring this letter with you.**

You can also meet with a Navigator in your community. For a list of Navigators go to: www.healthsourceri.com, click on "Contact a Navigator" or call 1-855-651-7879 to find a Navigator in your community. Please bring this letter with you.

Option 4: Mail in

You can get a mail-in application by calling or visiting a DHS office or HealthSource RI (see below) or download an application to print out at www.eohhs.ri.gov/renewals

Once Your Renewal Determination Is Made

Once you complete the renewal process, we will tell you whether you and your family members continue to be eligible for RItE Care. We will send you a letter explaining our decision and how you can appeal the decision if you disagree.

If you or your family members are found eligible to continue to receive RItE Care, your coverage will continue for 12 months.

If some members of your family are no longer eligible for RItE Care, we will tell you about low-cost health insurance that is available through HealthSource RI.

Again, your RItE Care health coverage will stop on July 31, 2014, if you do not take these steps to renew your eligibility. So, get started now to be sure there are no gaps in your coverage!

Applications and information are available online at: www.eohhs.ri.gov/renewals

For more information or assistance:

Department of Human Services	HealthSource RI	Navigators
(401) 721-6672, (401) 721-6627, or (401) 721-6684	1-855-651-7879	Call 1-855-651-7879 to schedule an appointment
www.dhs.ri.gov	www.healthsourceri.com	www.healthsourceri.com
or visit your local DHS Office	70 Royal Little Drive Providence, RI 02904	click on “Contact a Navigator”
Hours: Monday – Friday, 8:30 am – 4:00 pm	Hours: Monday - Saturday, 8:00 am to 9:00 pm Sunday, 12:00 noon – 6:00 pm	

DHS Non-Discrimination Policy

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), the Food Stamp Act, and the Age Discrimination Act of 1975, the U.S. Department of Health and Human Services implementing regulations (45 C.F.R. Parts 80 and 84), the U.S. Department of Education implementing regulations (34 C.F.R. Parts 104 and 106), and the U.S. Department of Agriculture, Food and Nutrition Services (7 C.F.R. 272.6), the Rhode Island Department of Human Services (DHS), does not discriminate on the basis of race, color, national origin, disability, political beliefs, age, religion or sex in acceptance for or provision of services, employment or treatment, in its educational and other programs and activities. Under other provisions of applicable law, DHS does not discriminate on the basis of sexual orientation.

For further information about these laws, regulations and DHS’ discrimination complaint procedures for resolution of complaints of discrimination, contact DHS at 57 Howard Avenue, Cranston, RI 02920, telephone number 462-2130 (TDD 462-6239 or 711). The Community Relations Liaison Officer is the coordinator for implementation of Title VI; the Office of Rehabilitation Services (ORS) Administrator or his/her designee is the coordinator for implementation of Title IX, Section 504, and ADA. The Director of DHS or his/her designee has the overall responsibility for DHS’ civil rights compliance.

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